

JOB ANNOUNCEMENT
#2016-011, Posting Date April 8, 2016
ADMINISTRATIVE ASSISTANT, CONSTITUENT SERVICES

The Legislative Research Commission is conducting recruitment for the position of Administrative Assistant, Constituent Services.

Qualified applicants will be well organized, have excellent communication skills, and possess a working knowledge of Microsoft Office programs. Since the main responsibility of this position is to assist legislators' constituents' requests, this person must possess excellent organizational skills, demonstrate initiative, and exhibit good judgement and discretion.

Duties: The Administrative Assistant provides professional administrative support to constituent services analysts and the department manager, including routine clerical duties (typing, filing, and telephone responsibilities); preparing correspondence; interacting with external agencies, personnel, and citizens; and other related duties.

The Office of Constituent Services works to resolve issues of citizens who have contacted their legislator for assistance or direction. Staff contact the constituent to determine the nature of the problem; research the issue to determine appropriate course of action; contact appropriate federal, state, local or private entity who may have jurisdictional responsibility or may be able to provide assistance; act as a liaison between the constituent and the service provider to monitor the situation and ensure the issue is handled in a timely, responsive manner; and communicate with legislators about the resolution to the issue. Staff maintain case files and document actions in the unit's case database.

Desired Attributes:

- Excellent verbal and written communication skills,
- Excellent proofreading skills,
- Proficient typing skills,
- Ability to work independently and in a team environment,
- Ability to work under pressure and meet specific deadlines,
- Willingness to work long hours as needed,
- Positive attitude and strong work ethic, and
- Ability to uphold strict confidentiality policy

Qualifications: Successful applicants should possess a high school diploma supplemented by at least three years' experience working as a secretary or administrative assistant in a large office setting. Also, applicants should possess a thorough working knowledge of the Microsoft Office software package, including Word, Excel, Access and PowerPoint.

This is a permanent, full-time position with benefits including health and life insurance, retirement plan and paid holidays, vacation, and sick days.

Application Deadline: The review of applications will begin immediately and positions will remain open until filled.

How to Apply: All persons meeting the qualifications and who are interested in this position are encouraged to submit a cover letter and current resume. Please send a completed state application or resume via email to: **LRCresumes@lrc.ky.gov** and list the job title in the email subject line.

Alternatively, applicants may mail these materials to:

William J. O'Brien
Assistant Director for Human Resources and Professional Development
Legislative Research Commission
702 Capitol Avenue, Capitol Annex Room 104
Frankfort, Kentucky 40601

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